



KENYATTA MATIBABU SERVICE CHARTER OUR PROMISE TO MEMBERS AND OTHER STAKEHOLDERS

Who are we?

Kenyatta Matibabu SACCO is a co-operative registered under Cooperative Societies Act and regulated by SACCO Societies Regulatory Authority (SASRA) as a non-withdrawable deposit taking SACCO.

Core Values

In providing our services, we strictly observe the following core values.

- Customer Focus
- Excellence
- Accountability
- Equity & Equality
- Professionalism & Integrity
- Teamwork

Our Commitment to you:

Our commitment to you is to listen, understand and respond to your needs, and offer efficient and excellent service

S.NO	SERVICE	REQUIREMENTS	DURATION THE SERVICE IS EXPECTED TO TAKE
1	Membership account opening	Filled new membership form	24 hours
2	Short term loans	Duly filled application form	Within 24 hours
3	Long term loan	Duly filled application form	Within 14 days
4	Membership withdrawal	Duly filled membership withdrawal form & guarantor substitution form	60 days from submission date
5	Refunds	Written request attaching relevant evidentiary documents	Within 24 hours
6	Cash withdrawals over the counter	Original National ID	Within 20 minutes

Contact person:

Name: Stanley N. Mwaura Signature:  Date: 5/4/2023

Telephone number: 0726309593 Email: info@kenyattamatibabusacco.or.ke

Save a handful, Watch it grow



MKATABA WA UTOAJI HUDUMA KWA MTEJA AHADI YETU KWA WANACHAMA NA WASHIKADAU WENGINE

Sisi ni akina nani?

Kenyatta Matibabu SACCO ni shirika lililosajiliwa chini ya Sheria ya vyama vya ushirika na linadhibitiwa na SASRA kama SACCO yenye amana isiyoweza kuondolewa.

Maadili ya Msingi

Katika kutoa huduma zetu, tunazingatia kwa makini madili ya msingi yafuatayo

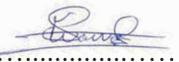
- Kuzingatia mahitaji ya mteja
- Ubora
- Uwajibikaji
- Usawa
- Taaluma & uadilifu
- Kazi kwa Pamoja

Ahadi yetu kwako

Ahadi yetu kwako ni kusikiliza, kuelewa, kuzingatia mahitaji yako na kutoa huduma bora yenye ufanisi.

S.NO	HUDUMA	MAHITAJI KWA MTEJA	MUDA
1	Kufungua akaunti ya uanachama	Fomu ya maombi ya uanachama	Saa 24
2	Mkopo wa muda mfupi	Fomu ya maombi ya mkopo iliojazwa ipasavyo	Saa 24
3	Mkopo wa muda mrefu	Fomu ya maombi ya mkopo iliojazwa ipasavyo	Ndani ya Siku 14
4	Kujiondoa kama mwanachama	Fomu ya kujiondoa kama mwanachama na fomu ya kubadilisha wadhamini iliojazwa ipasavyo	Siku 60 baada ya kuwasilisha maombi
5	Kurejeshea mteja Fedha	Ombi la kurejeshewa fedha na stakabadhi zozote zinazotoa ushahidi	Ndani ya saa 24
6	Kutoa Fedha	Kitambulisho cha taifa	Ndani ya dakika 20

Wasiliana na:

Jina: Stanley N. Mwaura Sahihi:  Tarehe: 5/4/2023

Nambari ya simu: 0726309593 Barua pepe: info@kenyattamatibabusacco.or.ke

Wekeza Kidogo, Uone ikikua